

Who Do I Contact?

Connectivity Process

Plan Connectivity Data (PCD) Module/ Health Plan Management System (HPMS) Website Assistance	HPMS Help Desk 800-220-2028 • HPMS@cms.gov
HPMS Site Access Assistance	HPMS Help Desk 800-220-2028 • hpms_access@cms.hhs.gov
HPMS: EUA/RACF User ID & Password Assistance	CMS IT Services 800-562-1963 • CMS_IT_Service_Desk@cms.hhs.gov
How do I fill out the PCD Module?	MAPD Help Desk 800-927-8069 • MAPDHelp@cms.hhs.gov
Submit PCD Module to	MAPD Help Desk 800-927-8069 • MAPDHelp@cms.hhs.gov
Help Desk Who Processes the PCD Form	MAPD Help Desk 800-927-8069 • MAPDHelp@cms.hhs.gov

File Transfer/Content Issues

Enrollment Files.....	MAPD Help Desk 800-927-8069 • MAPDHelp@cms.hhs.gov
Gentran Errors and Troubleshooting: Enrollment/PDE/RAPS/EDS.....	MAPD Help Desk 800-927-8069 • MAPDHelp@cms.hhs.gov
PDE/RAPS/EDS Files.....	CSSC Operations 877-534-2772 • CSSCOperations@palmettogba.com

Who Do I Contact?

Form Submission & Questions

Request for Server to Server Access to CMS Enterprise File Transfer (EFT) Corporate Secure Point of Entry (SPOE) ID Request Form Questions	MAPD Help Desk 800-927-8069 • MAPDHelp@cms.hhs.gov
Submit Request for Server to Server Access to CMS Enterprise File Transfer (EFT) Corporate Secure Point of Entry (SPOE) ID Request Form to.....	DPOISSO@cms.hhs.gov MAPDHelp@cms.hhs.gov (optional)
Enterprise File Transfer (EFT) Partner Server Form Questions.....	Enterprise File Transfer (EFT) Team EFT_Admin@cms.hhs.gov
Submit EFT Partner Server Form to.....	EFT_Admin@cms.hhs.gov MAPDHelp@cms.hhs.gov (optional)
External Point of Contact (EPOC) Designation Letter Questions	MAPD Help Desk 800-927-8069 • MAPDHelp@cms.hhs.gov
Submit EPOC Designation Letter Template* to	DPOEPOCS@cms.hhs.gov CC: MAPDHelp@cms.hhs.gov
EPOC Access Acknowledgement Form* Questions.....	MAPD Help Desk 800-927-8069 • MAPDHelp@cms.hhs.gov
Submit EPOC Access Acknowledgement Form to	DPOEPOCS@cms.hhs.gov CC: MAPDHelp@cms.hhs.gov

**Both the EPOC Access Acknowledgement Form and EPOC Designation Letter Template are required for MAPD EPOC role approval and must be submitted yearly to maintain access.*